

ACCESSLINE
digital PHONE SERVICE



Owner's Manual
Polycom Conference Phone V.1

ACC 1038- PUG

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1 Introduction

Congratulations on purchasing the AccessLine DPS FLEX phone system and service. DPS FLEX was designed specifically for the small to mid-size business and combines a business-class phone system with Voice over IP phone service.

This User Guide will show you how to setup and use your new DPS FLEX phone system and service.

IMPORTANT SAFETY AND CONFORMANCE INFORMATION FOR IP PBX BASE UNIT AND PHONES

Conformance

This equipment is designed for use in the United States.

This equipment complies with the following standards:

FCC Part 15, Subparts B, C, D

FCC Part 68

UL60950

Analog extension ports: TNV3

CO port: TNV3

ADSL port: TNV3

Power fail port TNV3

LAN/WAN ports SELV

Important Safety instructions

The following safety information is reprinted from IEC60950.

- When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:
- Read and understand all instructions.
- Follow all warnings and instructions marked on the product.
- Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
- Do not use this product near water (for example, in a wet basement).
- Do not place this product on an unstable cart, stand, or table. The product can fall, causing serious damage to the product.
- Slots and openings in the cabinet and the back or bottom are provided for ventilation, to protect it from overheating; these openings must not be blocked or covered. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.

-
- This product should be operated only from the type of power source indicated in the manual. If you are not sure of the type of power source to your building, consult your dealer or local Power Company.
 - The power socket outlet must be located near the product and must be easily accessible to allow plugging/unplugging.
 - Do not allow anything to rest on the power cord. Do not locate this product where persons walking on it will abuse the cord.
 - Do not use an extension cord with this product's AC power cord. The AC outlet for this product should not be used for any other electrical equipment.
 - Never push objects of any kind into this product through cabinet slots as they can touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
 - To reduce the risk of electric shock, do not disassemble this product, but take it to a qualified serviceman when some service or repair work is required. Opening or removing covers can expose you to dangerous voltages or other risks. Incorrect re-assembly can cause electric shock when the product is subsequently used.
 - Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
 - When the power supply cord or plug is damaged or frayed.
 - If liquid has been spilled into the product.
 - If the product has been exposed to rain or water.
 - If the product does not operate normally by following the operating instructions.
 - Adjust only those controls that are covered by the operating instructions because improper adjustment of other controls can result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
 - If the product has been dropped or the cabinet has been damaged.
 - If the product exhibits a distinct change in performance.
 - Avoid using a telephone during an electrical storm. There can be a remote risk of electric shock from lightning.
 - Do not use the telephone to report a gas leak in the vicinity of the leak.

CAUTION

**Use only 26 AWG line cord or larger for
Central Office line connections.**

FCC Information

Customer Owned Coin/Credit Card Phones

To comply with state tariffs, the Telephone Company must be given notification prior to connection. In some states, the state public utility commission, public service commission or corporation commission must give prior approval of connection.

Data Equipment

The table below shows which jacks are associated with which modes of operation:

Mode of Operation	USOC Jack
Permissive	RJ11C

Systems

Facility Interface Codes (FIC), Service Order Codes (SOC), USOC Jack Codes and Ringer Equivalence Numbers (REN) are shown in the table below for each port where applicable:

Port	FIC	SOC	USOC	REN
Line 1	02LS2	9.0Y	RJ11C	0.1B
Line 2	02LS2	9.0Y	RJ11C	0.1B
Line 3	02LS2	9.0Y	RJ11C	0.1B
Phone	02LS2	9.0Y	RJ11C	0.1B

Automatic Dialers

WHEN PROGRAMMING EMERGENCY NUMBERS AND (OR) MAKING TEST CALLS TO EMERGENCY NUMBERS:

1. Remain on the line and briefly explain to the dispatcher the reason for the call.
2. Perform such activities in the off-peak hours, such as early morning or late evenings.

Toll Restriction and Least Cost Routing Equipment

The software contained in DPS FLEX phone system to allow user access to the network must be upgraded to recognize newly established network area codes and exchange codes as they are placed into service.

Failure to upgrade the premises systems or peripheral equipment to recognize the new codes as they are established will restrict the customer and the customer's employees from gaining access to the network and to these codes.

Equal Access Requirements

This equipment is capable of providing users access to interstate providers of operator services through the use of access codes. Modification of this equipment by call aggregators to block access dialing codes is a violation of the Telephone Operator Consumers Act of 1990.

Electrical Safety Advisory

It is strongly suggested that an AC surge arrestor be installed in the AC outlet to which this equipment is connected.

Radio Interference

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

RF Radiation Exposure

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 8 inches (20 centimeters) between the radiator and your body.

This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

Modifications

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. There are no user-serviceable parts or adjustments inside this equipment - please do not open the equipment case.

IMPORTANT SAFETY AND CONFORMANCE INFORMATION FOR VERTICAL CORDLESS TRANSMITTER AND CORDLESS PHONES

FCC Information

Part 15 FCC Rules

This device is compliant with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and

2. This device must accept any interferences received, including interference that may cause undesired operation.

Class B Digital Device or Peripheral

Note: This equipment is tested and complies with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio/TV technician for help.

Modifications

In accordance with Part 15 of the FCC Rules, the user is cautioned that any changes or modifications not expressly approved by Polycom, Inc. could void the user's authority to operate the equipment. This equipment may not be used on a coin service or party line.

Installation Instructions

Installation must be performed in accordance with all relevant national wiring rules.

When using Power over Ethernet (PoE), the equipment is to be connected only to PoE networks without connections to the outside plant.

Plugs Acts as Disconnect Device

The socket outlet to which this apparatus is connected must be installed near the equipment and must always be readily accessible.

Industry Canada (IC)

This Class [B] digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe [B] est conforme à la norme NMB-003 du Canada.

CE and VCCI Mark

This SoundStation IP 6000 phone is marked with the CE mark. This mark indicates compliance with EC Directives 2006/95/ED and 2004/108/EC. A full copy of the Declaration of Conformity can be obtained from Polycom Ltd., 270 Bath Road, Slough, Berkshire, SL1 4DX, UK.

Using this Document

Notational conventions

Acronyms are defined the first time they appear in the text. The term LAN refers to a group of Ethernet-connected computers at one site.

Typographical conventions

Italic text is used for items you select from menus and drop-down lists and the names of displayed web pages. Bold text is used for text strings that you type when prompted by the program, and to emphasize important points.

Special messages

This document uses the following icons to draw your attention to specific instructions or explanations.



Note

Provides clarifying or non-essential information on the current topic.



Definition

Explains terms or acronyms that may be unfamiliar to many readers. These terms are also included in the Glossary.



WARNING

Provides messages of high importance, including messages relating to personal safety or system integrity.

Basic Requirements

The DPS FLEX phone system is designed to use your existing broadband data connection as well as the existing data wiring in your office. Where you don't have data wiring, you may use the optional Wireless Adapters to connect Conference Phones to the optional Base Unit wirelessly.

In order to use all the features of the DPS FLEX phone system and service, you must have the following:

- Broadband Internet access
- At least one free port on your router or modem/router
- Your router must be set to DHCP

2 Getting to know your DPS FLEX system

Before you Begin Your Installation

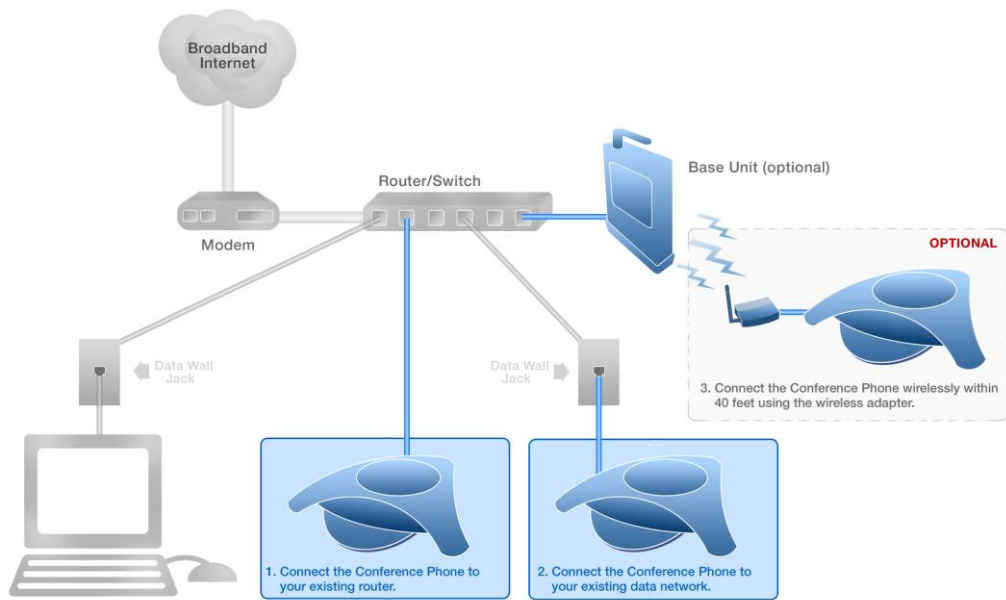
The DPS FLEX phone system is designed to use your existing broadband data connection as well as the existing data wiring in your office. Where you don't have data wiring, you may use the optional Base Unit and Wireless Adapters to connect Conference Phones to the Base Unit wirelessly. In order to begin using your new phone system and service, you need to perform the following steps:

1. **Make sure you have received all of your phones and optional equipment**
2. **Go to www.accessline.com/login. Enter your login name and password to the Admin Portal**
3. **Activate your phone lines**
4. **Install your phones and optional equipment**

You have several options regarding how to setup your new phone system. How you choose to install your phone system will depend on your existing data network and the phones and optional equipment you have purchased. The diagrams below describes options for setting up the phone system.

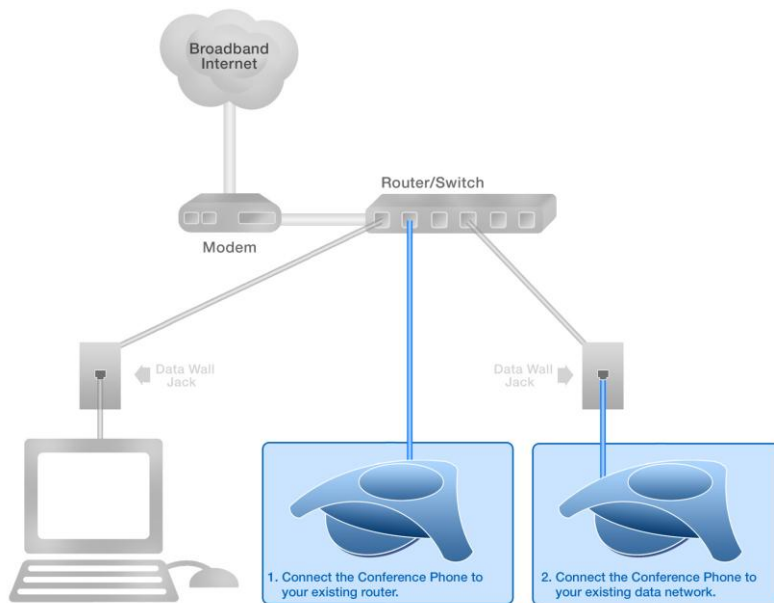
Shared Lines:

This diagram depicts the setup options for a Shared Line system. Shared Line systems require the optional Base Unit. The Base Unit provides the ability to have more phones than phone lines as well as the ability to use an existing fax machine. By purchasing the optional Wireless Adapters you may also connect Conference Phones wirelessly.



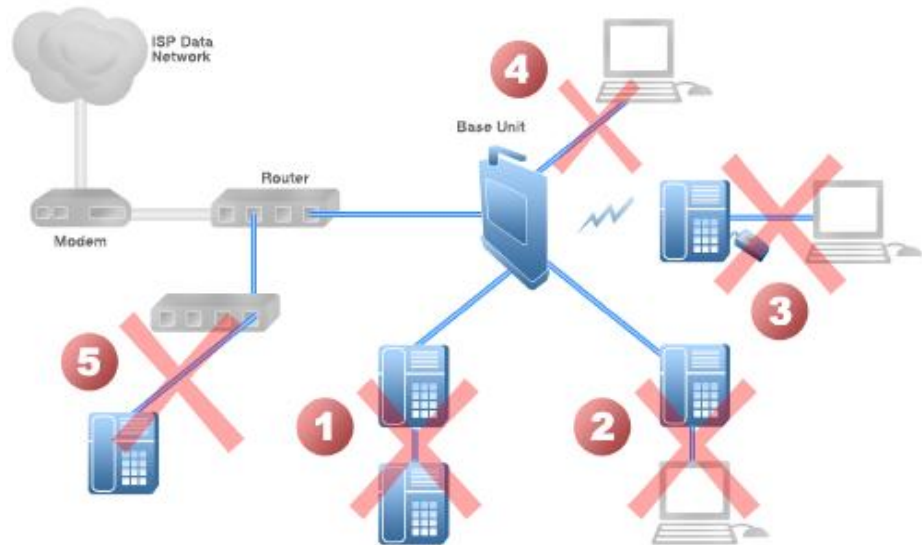
Stand Alone Phones:

This diagram depicts the setup options for Stand Alone Phones. Stand Alone Phones require you to purchase one phone line per phone (each phone can handle 6 simultaneous calls). You may have one or more phones at a given address.



Setup Options that are not supported

The following setup options ARE NOT supported:



1. Connecting one phone to another
2. Connecting a phone to the base unit then connecting a PC
3. Connecting a phone to the base unit wirelessly and then connecting a PC
4. Connecting a PC to the base unit
5. Connecting a phone to a router that is connected to another router

Assigning Extension Numbers and Phone Numbers to Phones

Each phone is assigned an extension and a phone number. The Packing list includes a list of your phones and their associated phone numbers and extension. You should have also received an email from AccessLine with the phone numbers and extensions associated with each enhanced services such as an Auto Attendant or WebFax. You may also log into your Admin Portal at www.accessline.com/login to view a list of your phone numbers and extensions.

3 Installing your Polycom Conference Phone

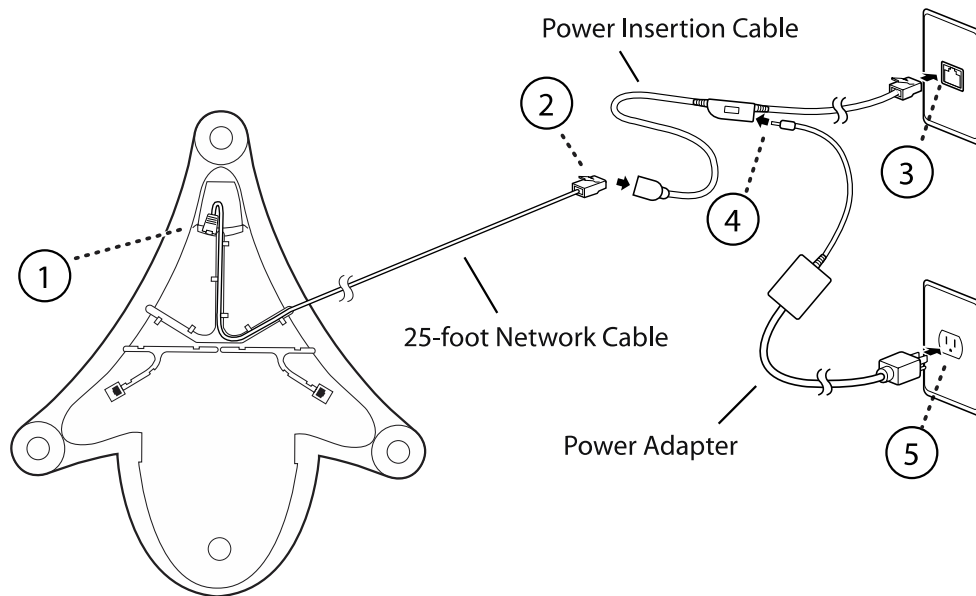
Installing your Conference Phone

The Conference Phone can be installed in one of 2 ways:

- You may connect Conference Phones to your existing router or data wall jack
- You may connect Conference Phones Wirelessly to the Optional Base Unit with the Optional Wireless Adapters

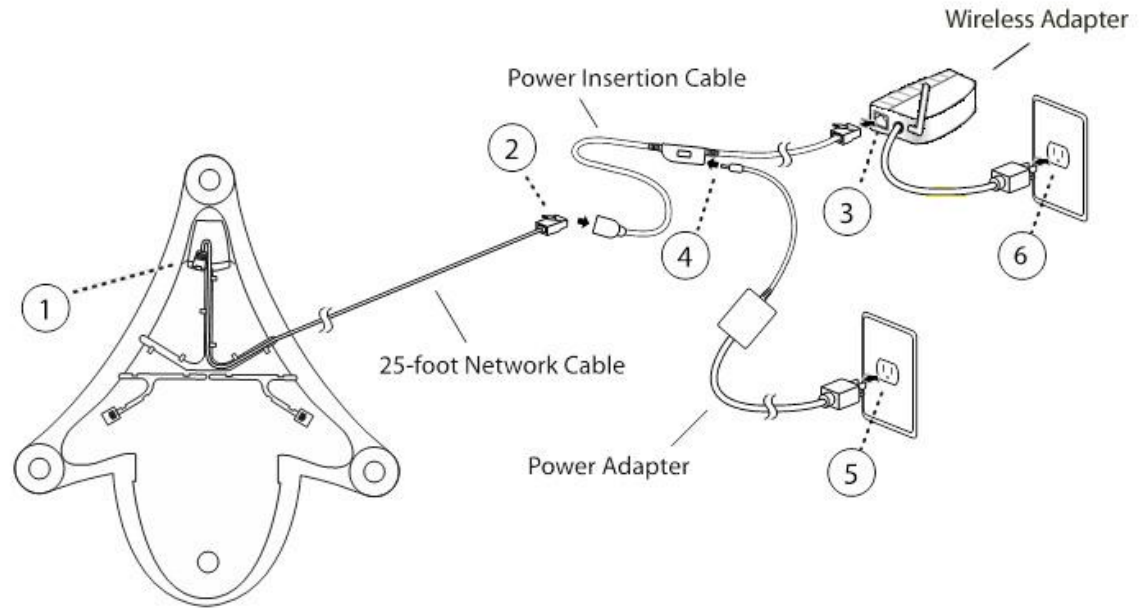
Option 1: Connect the Conference Phone to your data network

1. Connect one end of the 25-foot Network Cable to the LAN jack on the phone.
2. Connect the other end of the 25-foot Network Cable to the Power Insertion Cable.
3. Connect the Power Insertion Cable to an available LAN port on the wall or router/switch device port.
4. Connect the Power Adapter to the Power Insertion Cable
5. Connect the Power Adapter (with the attached Regional Power Cord) to the wall outlet.



Option 2: Connect the Conference Phone wirelessly within 40' using the Wireless Adapter

The wireless adapter allows a Conference Phone to be used without a cord connecting it to the local network but requires the use of the optional Base Unit. The range of the wireless adapter is 40 feet from the optional Base Unit.



To connect the phone using the Wireless Adapter

1. Connect one end of the 25-foot Network Cable to the LAN jack on the phone.
2. Connect the other end of the 25-foot Network Cable to the Power Insertion Cable.
3. Connect the Power Insertion Cable to the LAN port on the Wireless Adapter
4. Connect the Power Adapter to the Power Insertion Cable
5. Connect the Power Adapter (with the attached Regional Power Cord) to the wall outlet.
6. Plug the Wireless Adapter's power adapter into the wall outlet.



Note

To avoid interference or static on the phone, place the Wireless Adapter away from the phone as shown.

Activating the Service

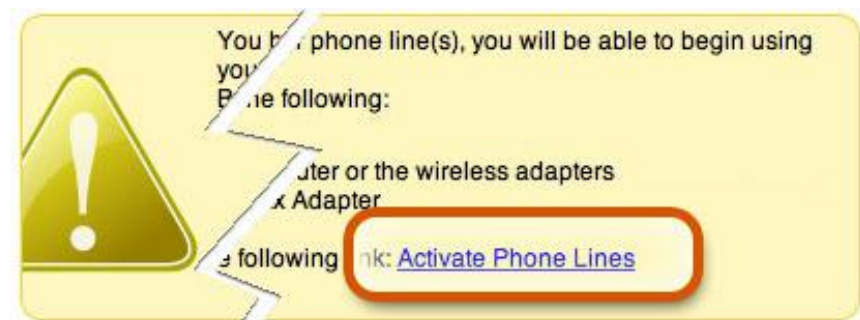
Before you can make or receive calls, you need to activate your phone line(s). This also activates the billing for your phone line(s).

To activate your phone line(s):

1. Go to www.accessline.com/login and enter your Administrator Portal login name and password



2. On the 1st screen, click "Activate Phone Lines" button



NOTE- You will activate all of your lines at once, so if there is no "Activate Lines" button, then you have already activated the lines.

2. Using Your DPS FLEX phone system

System Description

- The DPS FLEX phone system supports up to 100 phones
- By using the optional Base Unit, you may purchase more phones than phone lines to increase your savings
- You can have as few as one phone at an address

- Through your Admin Portal, you can view information and make changes to phone system

Getting Started

This section of your Owner's Manual is your guide to using the Polycom Conference Phone. It also explains how to program system settings for your Conference Phone

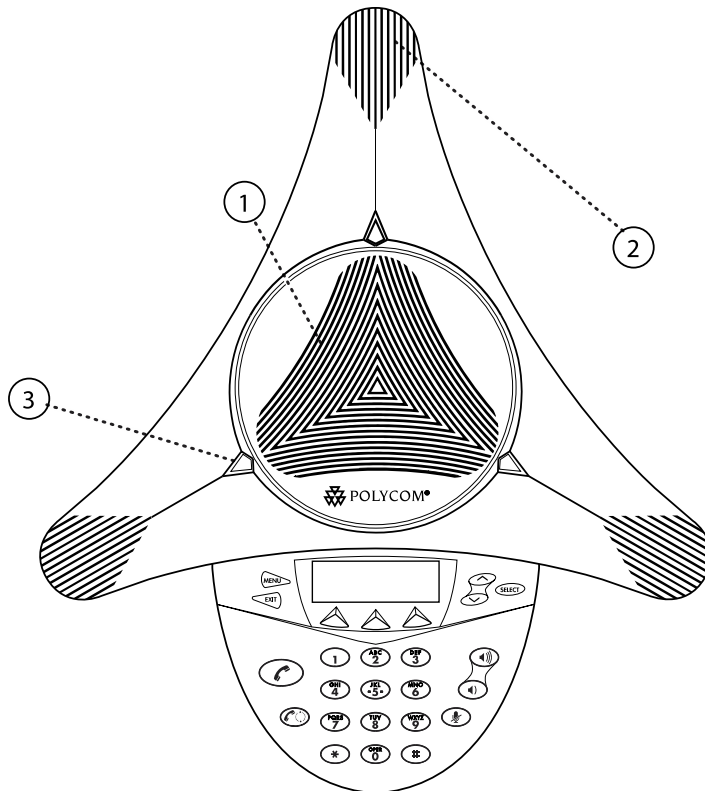
Conference Phone

Introduction to your Polycom Conference Phone

This phone provides multi-person audio conferencing capabilities for medium to large conference rooms.

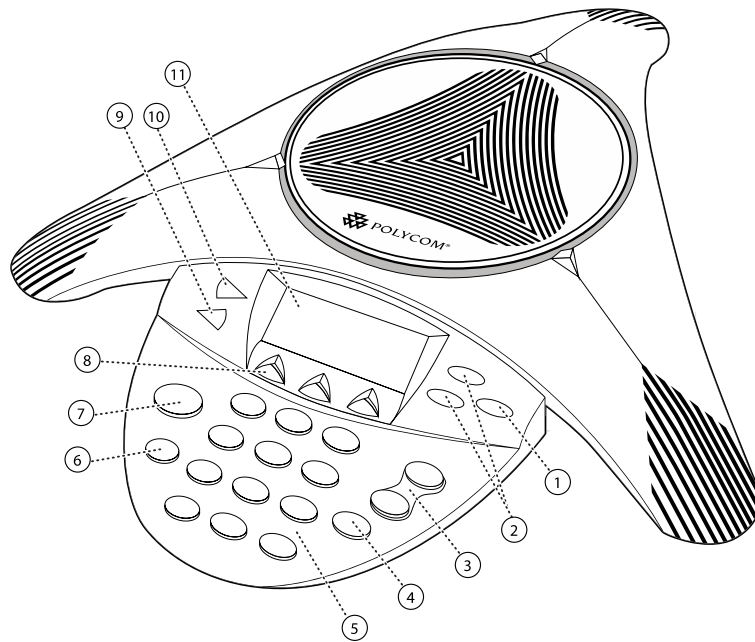
It features a 3-line display that contains prompts and menus with selectable options. This unique menu-driven interface makes the system simple to use, and no codes are needed to program and activate features.


Some system settings are programmed through your Admin Portal website while others are programmed through the phone.











Feature	Description
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1	Speaker	Allows for ringer and hands-free audio output.
2	Microphones	Provide 360° coverage by three internal microphones.
3	LED Indicators	<p>Indicate phone and call status through three bi-color LEDs. The LEDs illuminate to indicate the following normal operational states:</p> <ul style="list-style-type: none"> • Solid red—A muted call • Flashing red—A call is on hold • Solid green—A dial-tone is available, dialing is in-progress, or a call is in-progress • Flashing green—An incoming call



	Item	Description
1	Select key 	<p>Allows you to:</p> <ul style="list-style-type: none"> • Select a field of displayed data • Toggle features on or off

2	Scroll keys 	Allow you to: <ul style="list-style-type: none"> • Scroll through displayed information • Enable or disable fields From the idle screen, the scroll keys also allow you to: <ul style="list-style-type: none"> • View speed dial information (Up scroll key) • View missed calls (Down scroll key)
3	Volume keys 	Adjust the volume of the speaker and the ringer.
4	Mute key 	Toggles the microphone on or off during a conversation by doing the following: <ul style="list-style-type: none"> • Stopping local audio from being heard at the far end of the call • Allowing local audio to be heard at the far end of the call
5	Dial pad keys	Contain 10 digits, 26 alphabetic characters, and other special characters available in context-sensitive applications.
6	Redial key 	Automatically dials the last number you called.
7	Call key 	Initiates or ends a call.
8	Soft keys 	Select specific context-sensitive functions that display on the screen above each soft key.
9	Exit key 	Exits the current screen and returns to the previous menu.
10	Menu key 	Allows you to: <ul style="list-style-type: none"> • Access additional features and configuration settings • Exit the current screen and return to the idle screen


11	LCD graphic display	<p>Shows the time and date, menus, and soft keys, as well as information about calls, messages, and features.</p> <p>The information display line (the line that displays the directory number) also displays icons and text, such as:</p> <ul style="list-style-type: none"> • Popup text (like network error messages) • Do Not Disturb text/icon (e.g., “Do Not Disturb”) • Call forwarding text/icon (e.g., “Call Forwarding Enabled”) • Missed call text (like “4 new missed calls”) • Time and date text <p>If there are multiple items to display, the items will display in a scrolling fashion.</p>
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Conference Phone– Basic Call Features

Answering Calls

Your Conference Phone does not have a handset or headset. All calls are placed through the speaker phone.

To answer a call:

Press  or the **Answer** soft key.
The three LEDs flash green when the phone rings.



Note

*To ignore Incoming calls, press the **Reject** soft key. To prevent your phone from ringing, enable the **Do Not Disturb** feature (see Using Do Not Disturb on page Using Do Not Disturb).*


*You can forward incoming calls by pressing the **Forward** soft key*

*If you set up your phone with a silent ring, press the **Answer** soft key to answer the call..*

Handling Multiple Calls


You can make or receive up to 6 simultaneous phone calls on your Conference Phone. If you are on a call and have another call on hold, or you are on a conference with two callers, the third call will be sent to your voicemail box.

Answering When in another Call

1. Press the Hold soft key to place the original call on hold.
2. Press the down arrow  to access the new call.
3. Soft key labels are updated on the display showing Ignore, Answer, and Reject.
4. Press the Answer soft key to answer the incoming call.

OR

Do one of the following steps:

1. Press the down arrow .
2. Press the Answer Soft Key

The first call is put on hold and the second call is answered.

Managing Incoming Calls


You can manage incoming calls from the contacts in your Contact Directory by doing the following:

- Rejecting calls from a particular contact by sending the call to your voice mail system.
- Diverting calls from a particular contact to another party.

Rejecting Calls

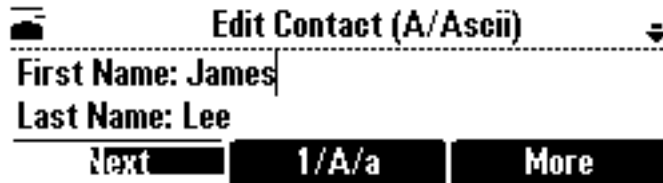
You can customize your phone so that incoming calls from a particular party are immediately sent to your voice mail system. (If you do not have a voice mail system set up, the call will still ring on your phone.)


To send incoming calls from a particular contact directly to voice mail:

1. Press , and then select Features > Contact Directory. The Directory screen displays.



2. Scroll to the contact. Or, search for the contact (see Searching for Contacts in Your on page Searching for Contacts in Your). To scroll through a list of contacts, use the * key to Page Up and the # key to Page Down.
3. Press the Edit soft key.
4. The Edit Contact screen displays.




5. Use the Next soft key to scroll to the Auto Reject field, and then change the Auto Reject setting to Enabled. Use the scroll keys or the Change soft key to select Enabled.
6. Press the Save soft key.
7. Press  to return to the idle screen.

Diverting Calls

You can customize your phone so that incoming calls from a particular party are transferred directly to a third party.


To divert incoming calls from a contact to a third party:

1. Press , and then select Features > Contact Directory. The Directory screen displays.



2. Scroll to the contact for whom you want to transfer calls. Or, search for the contact (see Searching for Contacts on page Searching for Contacts).
3. To scroll through a list of contacts, use the * key to Page Up and the # key to Page Down.
4. Press the Edit soft key.
5. The Edit Contact screen displays.



6. Use the Next soft key to scroll to the Divert Contact field, and then enter the number of the party to whom you want to divert the call.
7. You can enter a maximum of 32 characters.
8. Use the Next soft key to scroll to the Auto Divert field, and then change the Auto Divert setting to Enabled. Use the scroll keys or the Change soft key to select Enabled.
9. Press the Save soft key.
10. Press  to return to the idle screen.

Ending Active Calls

To end a call:

Press  or the **End Call** soft key.



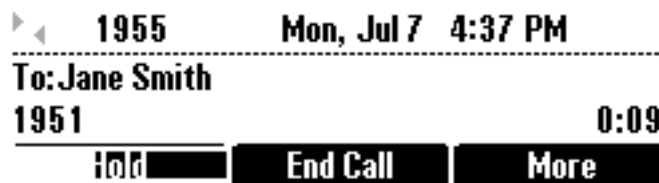
Note

*You cannot end a call that is on hold until you resume the call. To end a call on hold, press the **Resume** soft key, and then end the call.*


Placing Calls

You can place a call off-hook (with a dial tone), or onhook (without a dial tone).

The phone displays the duration of active calls on the phone screen. The following figure shows an active call to Jane Smith at directory number 1951 that has lasted for nine seconds.



To place a call off-hook

1. To obtain a dial tone, press  or the New Call soft key.
2. Enter the phone number of the party you want to call.
3. Press the Send soft key.
4. To place a call on-hook (to dial a phone number):
5. Enter the phone number of the party you want to call,
6. Press the Dial soft key.



Note

Instead of entering a phone number from memory, you can access call lists, directories, and speed dial lists to display and dial the number for you.

	<ul style="list-style-type: none"> • To access a call list, press the Menu key, and then select Features > Call Lists > Missed Calls, Received Calls, or Placed Calls. Scroll to the call you want to dial, and then press the Dial soft key. • To access your Contact Directory, press the Menu key, and then select Features > Contact Directory. Scroll to or search for the contact you want to dial, and then press the Dial soft key. <p>To place a call using a speed dial index number, press the Up scroll key, scroll to the party you want to call, and then press the Dial soft key.</p>
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Placing a Second Call


While on a call, you may place that call on hold and make a second call. There are two ways to place another call:

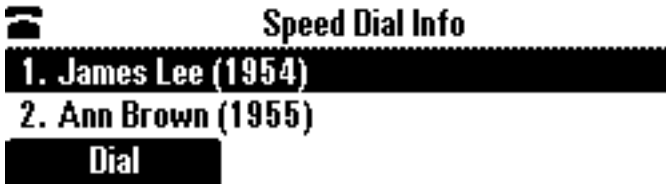
1. Press the Hold soft key to place the original call on hold.
2. Press the New Call soft key
3. Dial the phone number or extension

Placing Calls Using Speed Dials

Use a speed dial index number for quick dialing. Speed dial index numbers are associated with entries in your Contact Directory.

To place a call using a speed dial index number:


1. Press .
2. The Speed Dial Info screen displays



3. Do one of the following:
 If you know the contact's speed dial index number, enter the number.
 or
 If you do not know the contact's speed dial index number, scroll to the contact, and then press the **Dial** soft key.
 The call is placed.

Muting the Microphone



To mute the microphone:

During a call, press .

The three console LEDs glow red to indicate that the other party (or parties) cannot hear you. You can still hear all other parties while Mute is enabled.

To turn off the Mute feature, press  again.

To mute the microphone if you use external microphones:

Press  on the phone or the  button on the top of the external microphones.

To turn off the Mute feature, press  again.


Redialing Numbers

You can redial the last number you dialed, or search a list of placed calls to find a previously-dialed number.

To redial the last number dialed:

Press .

To redial a previously dialed number:

1. Press , and then select Features > Call Lists > Placed Calls.

2. The Placed Calls screen displays:



3. Scroll to the number you want to redial, and then press the Dial soft key.

Call Hold

To place a call on hold

Holding and Resuming Calls

You can place up to eight calls on hold on your phone. (For information on placing conference calls on hold, see Holding and Resuming Conferences on page Holding and Resuming Conferences.)


To place a call on hold:

During a call, press the **Hold** soft key. The console LEDs flash red to indicate that a call is on hold. The following screen shows Jane Smith on hold. The Resume soft key now displays on the screen.



To resume a call on hold:

Multiple Calls on Hold

If multiple calls are on hold, use  to switch between the calls, then press the **Resume** soft key to retrieve the desired call.

Call Transfer

You can transfer calls from your Conference Phone to another phone in your office or to any other phone number outside your office. For example, if you receive a call from a coworker in the office, you can transfer that call to another coworker in the office or on his cellular phone outside the office.

A call can be transferred in one of three ways:

- Consultative transfer—You have the option of either talking to the party to whom you are transferring the call, or you can choose not to talk to the party, and complete the transfer when you hear the party's ring-back sound.
- Blind transfer—The call is automatically transferred after you dial the number of the party to whom you want to transfer the call. You do not have the option of talking to the party.
- Attended transfer—The parties are automatically connected to each other after you exit a conference.

Performing a Consultative Transfer

Perform a consultative transfer if you want to talk to the party to whom you are transferring the call. Or, you can choose not to talk to the party. In this case, you wait for the party's ring-back sound, and then transfer the call.

To transfer a call:

1. During a call, press the **Trnsfer** soft key. The active call is placed on hold.
2. Place a call to the party to whom you want to transfer the call.
3. When you hear the ring-back sound, press the **Trnsfer** soft key. The transfer is complete.

If you want to talk privately to the person to whom you are transferring the call before the transfer is complete, wait until the person answers the call, talk to the person, and then press the **Trnsfer** soft key.

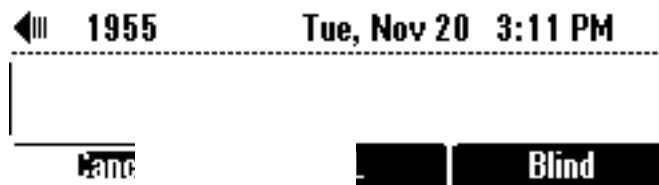
To cancel the transfer before the call connects, press the **Cancel** soft key.

Performing a Blind Transfer

When you use a blind transfer, you transfer a call without speaking to the party to whom you are transferring the call. The call is automatically transferred as soon as you dial the party's number.

To perform a blind transfer:

1. During a call, press the **Trnsfer** soft key.
2. The following screen, with the **Blind** soft key, displays.



3. Press the **Blind** soft key, and then place a call to the party to whom you want to transfer the call.

(If you want to cancel the transfer before the call is placed, and return to the original call, press the **Cancel** soft key.)

The call automatically transfers to the party you specified.



Transferring an external call to an external number ties up two lines. If you wish to avoid tying up two lines, please refer to "Using Network-based Call Transfer"

Call Transfer to Voicemail

You may transfer any caller to a specific voicemail box belonging to any other user on the system.

1. During a call, press the **Trans** soft key.
2. Press the **Blind** soft key.
3. When you hear the dial tone, dial *99 plus the desired extension number
4. Your line will hang up and the extension you transferred to the desired voicemail box.

Using Network-based Call Transfer

This call transfer method is used when you want to transfer a call without tying up two lines on your phone system. It uses the AccessLine network to transfer the call instead of the phone system.

1. Receive a call on your Conference Phone
2. Touch #5 to start the transfer (this will place your caller on hold)
3. At the dial tone, enter the extension or phone number you want to transfer the caller to
4. When the transfer party picks up the phone, touch #5 again.
5. All three of you will be connected.
6. Hang up and the two parties are connected (without tying up any of your lines)



Note

If the transfer party does not pick up the phone, touch #6 to return to the original caller.

Call Park

To Park a call

Parking a call is very similar to putting a call on hold. The key difference is, when you put a call on hold you can only retrieve the held call from the phone that put the call on hold. With Call Park, you can put a call on hold and pick it up from ANY phone within the same Call Park Group. Through the Admin Portal, Call Park Groups can be created so specific groups of phones can park calls for each other. If you do not create specific Call Park Groups, all phones are automatically assigned to the Standard Call Park Group.

To create a Call Park Group which allows specific phone to park calls for each other, login to the Admin Portal and click the Groups Tab then select Call Park Groups.

To Park a Call:

1. While on a call, press the More soft key
2. Press the Park soft key
3. The phone will respond with a voice prompt such as "Call Parked on 9001". The caller will hear hold music.
4. To pick up the parked call, anyone on any phone may dial the park number (9001 in this example) to be connected with the caller.



Note

When a call is parked on a phone, one of the lines on that phone is used until the call is picked up by another phone.

Paging (Intercom)

To page to all phones

Paging allows you to speak to all phones at the same time through their speaker phone. Paging is used to make announcements such as "Jim, you have a visitor in the lobby" or to let people know about a parked call such as "Susan, you have a call waiting on Park 2". Paging will only notify phones not in use or not set to DND.

To group specific phones so only they receive specific Paging calls, login to the Admin Portal and click the Groups Tab then select Paging Groups.

Initiating a Page

1. Use the speaker phone
2. Dial the Paging Group (9100 is the Standard Paging Group for all phones).
3. WAIT FOR THE TONE before speaking
4. Make your announcement which will be heard on all phones (except phones set to DND or phones in use).
5. Hang up the phone when finished

Answering a Page

1. Use the speaker phone
2. Press the "Answer" soft key on the phone display
3. Talk directly back to the person who initiated the page

Rejecting a Page

1. To ignore a page, press the "Reject" button



Note

NOTE- If you have a call parked or on hold, either use the down arrow, pick up the handset or press the speaker phone key before dialing the paging group number..


Forwarding Incoming Calls

You can set up your phone to forward incoming calls to another party (static forwarding), or you can forward a call as your phone rings (dynamic forwarding). Your phone will forward calls even if you enable the Do Not Disturb Feature.

You can also reject calls from a particular contact (by sending the call to your voice mail system), or divert calls from a particular contact to another party.

To access forwarding options:

Do one of the following:

Press , and then select **Features > Forward**.

or

From the idle screen, press the **Forward** soft key.

Forwarding Calls Staticly

You can set up your phone to forward calls to another number.

To forward calls to another extension:

1. From the idle screen, press the **Forward** soft key.


The Forwarding Type Select screen displays.

Forwarding Type Select

1. Always (Disabled)

2. No Answer (Disabled)

3. Busy (Disabled)

2. Scroll to the forwarding type you want, and then press . The options are:

Always—To forward all incoming calls.

No Answer—To forward all unanswered incoming calls.

Busy—To forward calls that arrive when you are already in a call.

3. Do one of the following:

If you selected **Always**, the Call Forward Always screen displays.



Call Forward Always (1/Ascii)

Contact:

Enable

1/A/a

Enter a number to forward all incoming calls to.

If you selected **No Answer**, the Call Forward No Answer screen displays.



Call Forward No Answer (1/Ascii)

Contact:

Forward After Rings: 10

1/A/a

Next

More

Do the following (use the **Next** and **Prev** soft keys to move between fields):

- a In the **Contact** field, enter a number to forward all unanswered incoming calls to.
- b In the **Forward After Rings** field, enter how many rings to wait before forwarding the call (one ring is approximately six seconds). Two rings is the recommended value.

If you selected **Busy**, the Call Forward Busy screen displays.



Call Forward Busy (1/Ascii)

Contact:

Enable

1/A/a

Enter a number to forward all future incoming calls to when you are already in another call.

4. Press the **Enable** soft key.
If you selected the forwarding type **Always**, a moving arrow displays on the idle screen next to the directory number.

To disable call forwarding:

1. From the idle screen, press the **Forward** soft key.
The Forwarding Type Select screen displays, showing the forwarding type that is enabled.
The following screen shows the forwarding type "Always" enabled.



Forwarding Type Select

1. **Always (Enabled)**

2. **No Answer (Disabled)**

3. **Busy (Disabled)**

2. Scroll to the forwarding type you want to change, and then press **SELECT**.

A screen displays showing the details of the forwarding type you want to disable.



Call Forward Always (1/Ascii)

Contact: 1954

<<

Disable

1/A/a

3. To turn off call forwarding, press the **Disable** soft key.

Forwarding Calls Dynamically

You can manually forward a call to another number while your phone rings.

To forward an incoming call to another extension:

1. While your phone rings, press the **Forward** soft key.

The Call Forwarding screen displays.



Call Forwarding (1/Ascii)

Contact: |

Forward

<<

More

2. Enter the number to forward the incoming call to.
Your phone displays the last number you forwarded calls to (either statically or dynamically). If you previously set a forwarding number and want to enter a new one, use the soft key to delete the number.
3. Press the **Forward** soft key.
The incoming call is forwarded to the other party. If call forwarding is disabled, future calls will not be forwarded and forwarding remains disabled.

Conference Calls

You can create a conference with up to two other parties using the phone's local conference feature. To quickly set up a conference, you can use the **Join** soft key to create a

conference between an active call and a call on hold. After you set up a conference, you can hold the conference call, split the conference call into individual calls on hold, or end the conference call (and your connection to the conference call participants).

This section includes the following topics:

- Holding and Resuming Conferences on page Holding and Resuming Conferences
- Splitting Conferences on page Splitting Conferences

Setting Up Conferences

You can set up a conference in one of two ways:

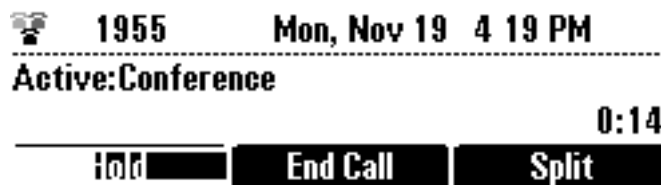
- Using the **Confrnc** soft key.
- Using the **Join** soft key, if you have an active call and a call on hold.

Setting Up a Conference Using the Conference Soft Key

To set up a conference using the Conference soft key:

1. Call the first party.
2. Press the Confrnc soft key. The active call is placed on hold.
3. Enter the number of the second party, and then press the Send soft key.
4. When the second party answers, press the Confrnc soft key to join all parties in the conference.

The Active:Conference screen displays.



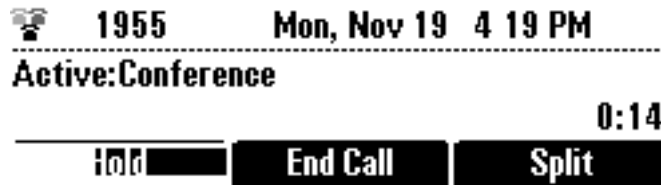
Setting Up a Conference with an Active Call and a Call on Hold

If you are currently in an active call, and you have another call on hold, you can create a conference call between the active call, the call on hold, and yourself, by pressing the **Join** soft key.

To set up a conference call with an active call and a call on hold:

If you have an active call and a call on hold, scroll to either call, and then press the **Join** soft key.

The Active:Conference screen displays.



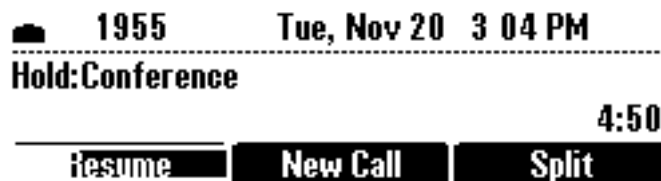
A conference is created with the active call, the call on hold, and yourself.

Holding and Resuming Conferences

When you place a conference call on hold, you place all other conference participants on hold.

To place a conference call on hold:

From the Active:Conference screen, press the **Hold** soft key. The Hold:Conference screen displays. The other parties in the conference call are put on hold.



From the Hold:Conference screen, you can do the following:

- To resume the conference call, press the **Resume** soft key. The Active:Conference screen will display again.
- To place a call to a new party, press the **New Call** soft key. The conference remains on hold, and the new call becomes the active call.
- To end the conference call and split the conference into two separate calls on hold, press the **Split** soft key.

Splitting Conferences

When a conference has been established, a **Split** soft key is available. When you split a conference, you end the conference and put all parties on hold.

To split a conference:

From the Active:Conference screen, press the **Split** soft key. The conference ends, and all calls are split into individual calls and put on hold.

Ending Conferences

You can end a conference, and your connection to the other parties, by pressing the **End Call** soft key. When you use the End Call soft key, the other parties remain connected.

To end a conference:




From the Active:Conference screen, press the **End Call** soft key. The two other parties remain connected.

Using Voicemail


Each phone receives a Voicemail box which can record up to 90 minutes of messaging with a maximum of 5 minutes per message. Each user can record his or her personal greeting for the voicemail box. Voicemail is automatically saved for 90 days.

Messages can be retrieved from the Conference Phone, any other phone or through a personal website at www.accessline.com/login. When a message left in your voicemail box, your Conference Phone message waiting indicator will flash. Additionally, your voicemail box can send an email to alert you of the new message.

Setting up the voicemail box for the first time

1. Press the Menu  button.
2. Features will be highlighted. Press the Select  key
3. Use the down arrow and scroll to Messages. Press the Select  key
4. Press the Connect soft key
5. Enter your temporary PIN when prompted (0000).
6. Follow voice prompts to record your name and unavailable greeting and change your PIN.

Retrieving messages from your Conference Phone

1. Press the Menu  button.

-
2. Features will be highlighted. Press the Select **SELECT** key
 3. Use the down arrow and scroll to Messages. Press the Select **SELECT** key
 4. Press the Connect soft key
 5. The system will prompt you to enter your PIN
 6. The system will then say, "You have x new and y old voicemail messages"
 7. The following options are available through the keypad

- 1** Replay message
- 2** Delete message **5** Confirm deletion
- 3** Mark message as new (Only used when listening to old messages.)
- 5** Go to next message
- 6** Forward message
- 7** Go to previous message
- 8** User Options (Change PIN, record greeting)
- 9** Place a call
- 9** * Return the call
- 9** * **1** Hear the return number
- 5** **5** Skip to old messages
- 7** **7** Go back to beginning of messages
- 0** Help

Retrieving messages when you are away from the office

1. Dial your Conference Phone and allow it to ring
2. When your voicemail greeting begins to play, enter your PIN over your greeting.

Returning a Call


1. While listening to a message or after listening to a message, press 9* to call that person back
2. You may return to your voicemail box WITHOUT calling back in by pressing ## after talking to the person you called back

Change your Voicemail PIN

1. Press the Menu  button.

-
2. Features will be highlighted. Press the Select **SELECT** key
 3. Use the down arrow and scroll to Messages. Press the Select **SELECT** key
 4. Press the Connect soft key
 5. The system will prompt you to enter your PIN
 6. Press 8 for User Options
 7. Press 7 to change your PIN
 8. Enter the new 6 to 10-digit PIN when prompted.

Record a Personal Greeting via the Phone

1. Press the Menu  button.
2. Features will be highlighted. Press the Select **SELECT** key
3. Use the down arrow and scroll to Messages. Press the Select **SELECT** key
4. Press the Connect soft key
5. Enter your PIN when prompted or enter your PIN over the greeting.
6. Select 8 for User Options
7. Select 1 to record your Unavailable Greeting. Follow the instructions.

Forward Voicemail Messages via the Phone

A user can forward a voicemail from his or her voicemail box to another voicemail box or group of voicemail boxes.

1. Once logged in to your voicemail box, press 1 to listen to your message(s)
2. Press 6 at anytime while listening to the message to forward after the message
3. Press 1 to forward the message
4. Enter the phone number, extension number or group number to receive the message
5. Record an introduction to the message.
6. Touch * to send the message

Logging into your Voicemail Box via the Web

1. Go to www.accessline.com/login
2. Enter your Conference Phone Number and PIN
3. Click Login

www.accessline.com

[Overview](#) [What's New?](#) [Notices & Updates](#) [Referral Program](#) [Customer Support](#)

login

account

Log into your website and manage
voicemail, faxes, conference calls,
call forwarding and automated attendant.

number

pin

LOG IN

REMEMBER MY NUMBER

FORGOT YOUR PIN?

AccessLine.com » [Login](#)

ccount Login
Log in to your AccessLine Voice Services account using this screen.

Once you've logged in, you can listen to/forward your voicemail, view/forward your faxes, set up conference calls, forward your incoming calls and much, much more!

Login for SmartVoice Users
If you are your company's SmartVoice administrator and wish to log into your SmartVoice Phone Service account, please [click here](#)

Retrieving messages via the Web

1. Once logged in, click the Play button associated with the voicemail message you wish to listen to
2. The voicemail message will play through your speakers

ACCESSLINE | TELEWeb™
LOG OUT

Thu, Oct 28, 2010 PERSONAL INFO TOOLS HELP

Good Afternoon!
Joe Smitherson

[CHANGE PIN](#) [NOTIFICATION](#) [CALL HISTORY](#) [GROUP MANAGER](#)

Voicemail HELP

Voicemail will be automatically deleted 90 days after receipt.

You have used 0% of your voicemail storage space.

[Delete](#)
[Mark As Unheard](#)

				Time	Caller ID	Length	Play	Download	Forward
<input type="checkbox"/>	✓	⬇	!	Oct 22, 2010 05:05 PM	2066215860	6 sec.	Play	Download	Forward
<input type="checkbox"/>				Oct 22, 2010 01:50 PM	2066215860	8 sec.	Play	Download	Forward
<input type="checkbox"/>				Oct 22, 2010 01:20 PM	2066215860	6 sec.	Play	Download	Forward

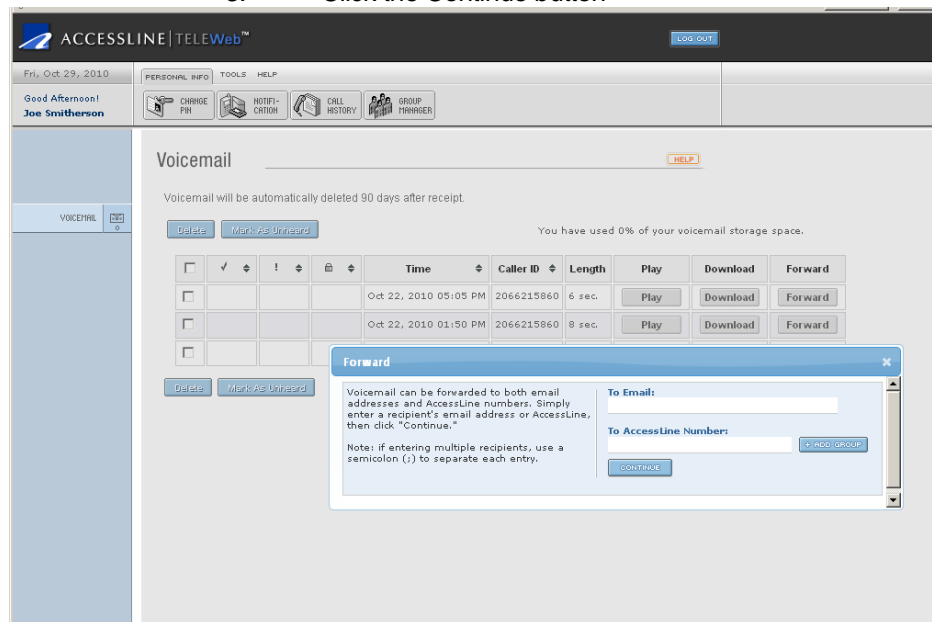
[Delete](#)
[Mark As Unheard](#)

Forward Voicemail Messages via the Web

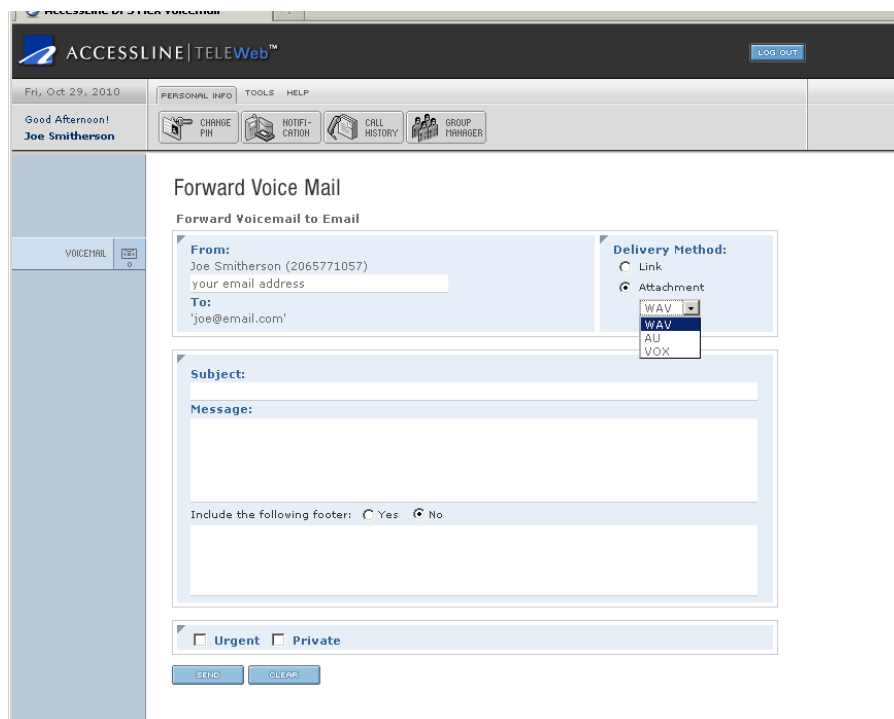
A user can forward a voicemail message from his or her voicemail box to another voicemail once logged into the personal website. Voicemail messages may be forwarded via email to anyone or forwarded directly into another person's voicemail box (providing they are in your company and have an AccessLine phone)

1. Once logged in click the Forward button associated with the voicemail message you wish to forward

2. Enter one or more email address or one or more AccessLine phone numbers
3. Click the Continue button



4. If you have entered email address, fill in your email address, the subject line and any message you wish to include
5. Select the delivery method: Send a link to the voicemail message or sent the voicemail message as an attachment
6. Click the Send button when finished



Vicemail Notification via Email

You may setup your voicemail box to send you an email alert whenever someone leaves you a voicemail message.

1. Go to www.accessline.com/login
2. Enter your Conference Phone Number and PIN
3. Click Login
4. Select the Personal Info Tab at the top of the web page
5. Select the Notification button
6. Enter your email address in the space provided (you may enter multiple email addresses)
7. Select the Display Format (what the email message looks like)
8. Click Ok to save your changes

The screenshot shows the 'Notification' settings page in the ACCESSLINE TELEWeb interface. The page is titled 'Notification' and includes a 'HELP' link. The main content area contains the following sections:

- Notification**: A brief description stating that notifications can be sent via email alert messages for new voicemail messages or faxes. It notes that multiple email addresses can be entered and that the 'Text with Link' format includes a link to the voicemail or fax.
- Current Status**: A dropdown menu showing 'On'.
- Email Addresses For Message Notification**: A text input field containing 'Yourname@emailaddress.com'. A 'TEST MY SETTING' button is located to the right. Below the input field, it states 'Characters Remaining: 134' and provides examples: 'name@my-email.com;10-digitnumber@rtext.com'.
- Carrier Selection**: A section titled 'Unsure of your wireless device's email address?' with a dropdown menu set to 'Please Select a Carrier:'.
- Display Format**: A dropdown menu set to 'Numeric Only'. A link is provided to see an example of a 'Numeric Only' notification.
- Notification Receipt Types**: Two checkboxes are checked: 'New Voicemail' and 'New Urgent Voicemail'.
- OK Button**: A button labeled 'OK' with the instruction 'Click "OK" to make your requested changes.'

The page footer shows 'Done'.

To Create a Voicemail Group

A Voicemail Group allows you to quickly forward a voicemail message to multiple other people without entering each person individually. Voicemail groups are created through your personal website.

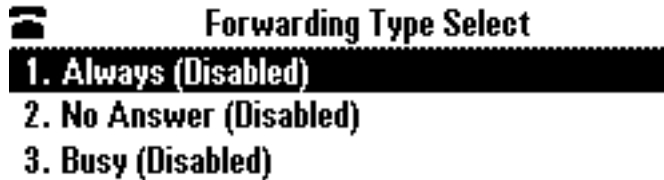
1. Once logged in, select the Personal Info Tab
2. Select the Group Manager button
3. Click the Create Group button
4. Assign a Group Number- used when forwarding to a group through the phone
5. Assign a Group Name
6. Add an optional description
7. Add members to the group one at a time by entering their name or phone number
8. For each member you add, determine if that person should be:
Administrator- Able to make changes to the group
Sender- Able to send to this group, or
Recipient- Able to receive messages sent to this group
9. Click the Add button
10. Repeat step 7 through 9 as necessary to add all of the members
11. Click the Save button

The screenshot shows a web interface for managing voicemail groups. At the top, there is a navigation bar with 'PERSONAL INFO', 'TOOLS', and 'HELP'. Below this, a sidebar on the left contains 'VOICEMAIL' and a '6' icon. The main content area is titled 'Group Manager' and includes a 'HELP' button. A message states: 'To create a Group, simply fill the information below.' The form contains several sections: 1. 'Group Number:', 'Group Name:', and 'Total Recipients:' (displaying '1'). 2. 'Description:' with an '(Optional)' label. 3. 'Import group list from your computer:' section with an 'IMPORT LIST' button. 4. A text input field for 'Enter Last Name or Phone Number of Person OR Group Name to be added to the list:' with a sub-label 'Group Name, Name (last,first) or Phone Number'. 5. Three checkboxes: 'Add to Administrators', 'Add to Senders', and 'Add to Recipients', followed by an 'ADD ↓' button. 6. Three columns for group members: 'Administrators (1)', 'Senders (1)', and 'Recipients (1)'. Each column contains a scrollable list with the text '-- no entry selected --' and 'Joe Smitherson(2065771057)'. 7. At the bottom of the member lists are 'DELETE/SELECTED' and 'DELETE/ALL' buttons. 8. At the very bottom of the form are 'SAVE', 'CANCEL', and 'PRINTABLE VERSION' buttons. The status bar at the bottom left shows 'Done'.

Change the Amount of Time Before Voicemail Picks Up

Your Voicemail box is programmed to take messages when you can't answer your phone. If you want the phone to ring more or less times, you may change this setting:

1. From the idle screen, press the Forward soft key.
2. The Forwarding Type Select screen displays.



3. Scroll to the No Answer Forwarding.
4. Press **SELECT**.
5. Press the Next soft key to go to the Forward After Rings field.
6. Use the << soft key to remove the existing number of rings
7. Enter how many rings to wait before forwarding the call (one ring is approximately 4 seconds).
8. Press the Disable softkey
9. Repeat steps 1 through 3
10. Press the Enable soft key

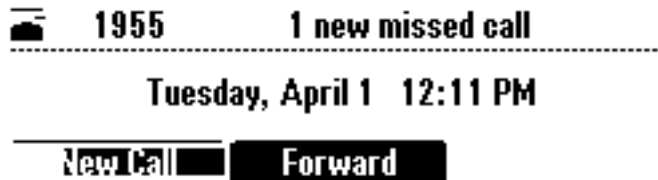
Additional Call Features

Using Call Lists

Your phone maintains lists of missed, received and placed calls. Each list can hold up to 100 entries.

If you miss a call, the idle screen will display a message indicating the number of missed calls you have. To view information about the missed call, view your Missed Calls list (see Viewing Call Lists on page Viewing Call Lists). After you view the Missed Calls list, the message on the idle screen is removed.

The following figure shows what the idle screen looks like when you miss a call.



Viewing Call Lists


You can access any call list from the Call Lists menu, or you can quickly access missed calls from the idle screen.

To view a call list:

Do one of the following:

Press , and then select **Features > Call Lists > Missed Calls, Received Calls, or Placed Calls**.


or

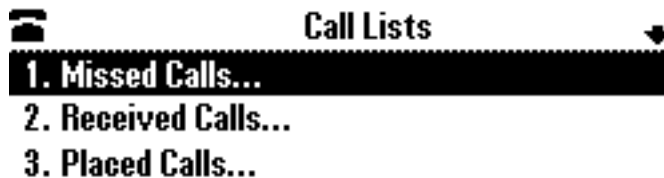
To quickly view the speed dial list, press  from the idle screen.

Managing Call Lists


You can clear all the records in a call list, or just one record. You can also choose a record in a list and return the call, store the call details in your local Contact Directory, or view detailed information about the particular call.

To manage a call list:

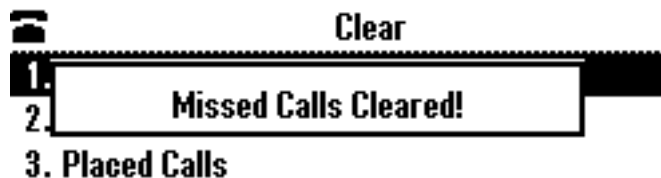
1. Press , and then select **Features > Call Lists**. The Call Lists screen displays.




2. Do one of the following:

To clear the records in a call list, select **Clear**, and then scroll to either **Missed Calls, Received Calls** or **Placed Calls**. Then, press .

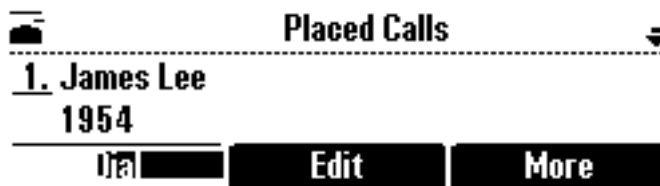
The following figure shows the message that displays when you clear a Missed Calls list.



or

To view and manage a call list, scroll to either **Missed Calls, Received Calls, or Placed Calls**, and then press . The call list information displays.

The following figure shows a Placed Calls list.



To manage your call list (press the **More** soft key to view all these options):


To return the call, press the **Dial** soft key.

To edit the phone number (if necessary) before you dial the number or store the call details in your Contact Directory, press the **Edit** soft key.

To remove the call from the list, press the **Clear** soft key.

To store the contact in your Contact Directory, press the **Save** soft key.

To view information about the call, such as the phone number, the time and duration of the call, and the name of the caller, press the **Info** soft key.

3. Press  to return to the idle screen.


Speed Dial list

Managing Speed Dial Entries

Use the speed dial feature for fast, automated dialing. To use speed dial, you enter a speed dial index number instead of entering a complete phone number.

When you create a Contact Directory entry, the phone automatically assigns a Speed Dial Index number to the entry. The following steps describe how to update a speed dial entry for a user.


To update a speed dial entry in your contact directory:

1. Press , and then select Features > Contact Directory. The Directory screen displays.



2. Scroll to the user's entry, and then press the Edit soft key. The Edit Contact screen displays.



3. Use the Next and Prev soft keys to scroll to the Speed Dial Index field, and then update the speed dial index number. Use the << soft key to delete an existing entry.
4. You can assign any unused speed dial index number from 1 to 99. If you assign a speed dial index number that is already taken, the message “Speed dial index already exists” displays. If you enter an invalid speed dial index number (for example, 0 or 00), the message “Speed dial index is invalid” displays.
5. Press the Save soft key.
6. Press  to return to the idle screen.

Managing Contacts

You can store a large number of contacts in your phone’s local Contact Directory.

You can dial and search for contacts in this directory. You may be able to add, edit, and delete contacts.

Viewing Your Local Contact Directory

To view your local Contact Directory:

Press , and then select **Features > Contact Directory**.

The Directory screen displays, listing all the contacts in your directory. Scroll to view all your contacts. You can use the # key to Page Down, and the * key to Page Up.



Adding Contacts to Your Local Contact Directory

You can add contacts to your local Contact Directory in the following ways:


- Manually (if you have permission to update your local Contact Directory)
- From a call list

Adding Contacts Manually

You can update your local Contact Directory manually, instead of

importing contact information from a call list or a Corporate Directory.

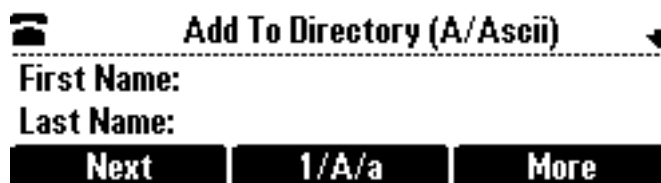
To add a contact manually:

1. Press , and then select **Features > Contact Directory**.
The Directory screen displays.



2. To add a contact to your phone's database, press the **Add** soft key.

The Add To Directory screen displays.



3. Enter the contact information. To move between fields, use the **Next** and **Prev** soft keys. Enter the following information

(Optional.) Enter the First Name and Last Name of the contact.
(To enter the contact's name, see Navigating Menus and Entering Data on page 1-12.)

You can enter a maximum of 32 characters.

(Required.) Enter the Contact phone number.

You can enter a maximum of 32 characters. The phone number must be unique, and must not already exist in the directory. If you save an entry with a non-unique phone number, the entry will not be saved.

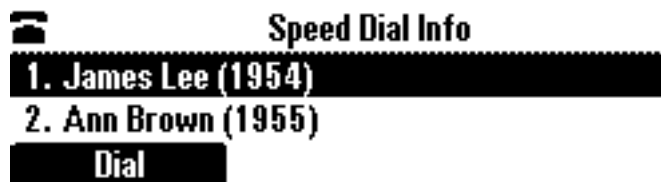
(Optional.) Update the Speed Dial Index number.

The speed dial index number is automatically assigned to the next available index value, up to a maximum value of 99. You can assign any unused speed dial index number from 1 to 99.

If you assign a speed dial index number that is already taken, the message "Speed dial index already exists" displays. If you enter an invalid speed dial index number (for example, 0 or 00), the message "Speed dial index is invalid" displays.

(Optional.) Enter a Label for the contact. You can enter a maximum of 32 symbols, letters, or numbers.

If you specify a label, the label will be the first item that displays for the contact in the Contact Directory and on the Speed Dial Info screen (before the contact's first and last names, if specified). For example, in the following figures, Ann Brown has been assigned the label "Sales."



(Optional.) Set the Ring Type.


(Optional.) Assign a Divert Contact.

The Divert Contact identifies the third party to which you want this contact's calls sent. You can enter a maximum of 32 characters.

(Optional.) Change the Auto Reject and Auto Divert settings.

If you set the Auto Reject field to enabled, each time the contact calls, the call will be directed to your voice mail system (if a voice mail system is set up). If you set the Auto Divert field to enabled, each time the contact calls, the call will be directed to a third party you specify in the Divert Contact field.



Use the scroll keys or the **Change** soft key to switch between the Enabled and Disabled settings for the Auto Reject and Auto Divert fields.

4. Press the Save soft key.
5. Press  to return to the idle screen.

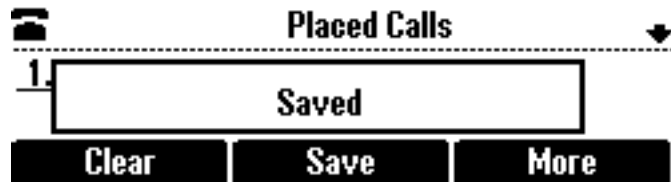
Adding Contacts from Call Lists


You can save call information from a call list to your Contact Directory.

To add a contact to the Contact Directory from a call list:

1. Do one of the following:
To select a call list, press , and then select Features > Call Lists > Missed Calls, Received Calls, or Placed Calls.
or
To quickly see a list of missed calls, press  from the idle screen.
2. Scroll to the contact's call.
To scroll through a list of contacts, use the * key to Page Up and the # key to Page Down.

To save the contact to your Contact Directory, press the Save soft key.
The following figure shows the message that displays when you save a contact to your Contact Directory.



3. If the contact already exists in your Contact Directory, "Contact already exists" displays.
4. Press  to return to the idle screen.



Note

You may want to go to the Contact Directory to see if the contact was saved correctly and to add any missing contact information. To update missing contact information, see Adding Contacts Manually (step 3) on page Adding Contacts Manually.


Searching for Contacts

You can search for contacts in your local Contact Directory,

Searching for Contacts in Your Contact Directory

Search for a contact by scrolling through the directory, or entering specific search criteria.


To search for a contact in the Contact Directory:

1. Press , and then select **Features > Contact Directory**.
The Directory screen displays.



2. Press the **Search** soft key. Then, enter the first few characters of the contact's first or last name, and then press the **Search** soft key again.
The Directory Search screen displays a list of successful matches.




3. Scroll to the contact you are searching for.
You can dial, edit, or delete the contact.
4. Press  to return to the idle screen.

Updating Contacts in Your Contact Directory

You can update contact information for contacts in your local Contact Directory. You cannot update information for contacts in your Corporate Directory.

To update a contact in your Contact Directory:

1. Press , and then select **Features > Contact Directory**.
The Directory screen displays.

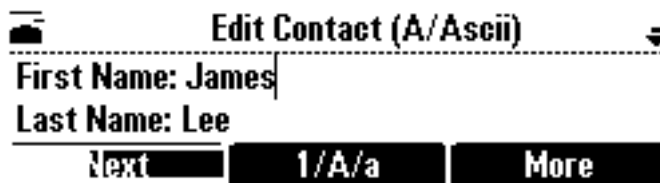


2. Scroll to the contact whose information you want to update, or search for the contact

To scroll through a list of contacts, use the * key to Page Up and the # key to Page Down.


3. Press the **Edit** soft key.

The Edit Contact screen displays.



4. Update the contact information. Use the **Next** and **Prev** soft keys to scroll between fields.

For information on the fields you can update, see Adding Contacts Manually (step 3) on page Adding Contacts Manually.

5. Press the **Save** soft key.
6. Press  to return to the idle screen.

Deleting Contacts from Your Contact Directory

You can delete contacts from your Contact Directory.

To delete a contact from the Contact Directory:

1. Press , and then select **Features > Contact Directory**.

The Directory screen displays.




2. Scroll to the contact you want to delete. Or, search for the contact

To scroll through a list of contacts, use the * key to Page Up and the # key to Page Down.

3. Press the **Delete** soft key.

The contact is deleted from the directory.

4. Press  to return to the idle screen.

Placing Calls to Contacts

You can place calls to contacts from your Contact Directory.

To place a call to a contact in the Contact Directory:

1. Press , and then select **Features > Contact Directory**.

The Directory screen displays.



2. Scroll to the contact you want to call. Or, search for the contact.

To scroll through a list of contacts, use the * key to Page Up and the # key to Page Down.

3. Press the **Dial** soft key.

Inbound Caller ID

The name of the caller and phone number will scroll across the second line of the Conference Phone's LCD screen. The information will continue to scroll until the phone has been answered.

Extension Set-Up options

Do Not Disturb


A Conference Phone can be set to Do Not Disturb (DND). When a phone is set to DND, any internal or external call will immediately route to that phone's voicemail box without ringing the phone.

Using Do Not Disturb

To prevent your phone from ringing, activate the Do Not Disturb feature


Calls you receive while Do Not Disturb is enabled will display in your Missed Calls Call List. If you have chosen to forward your calls to another number, calls will be sent to that number if Do Not Disturb is enabled.



To enable and disable Do Not Disturb:

1. Press , and then select **Features**.

The Features screen displays. If Do Not Disturb is not highlighted, scroll to it.





2. To toggle Do Not Disturb on or off, press .


When you enable Do Not Disturb, a flashing icon, , displays at the top left of the screen. When you disable Do Not Disturb, the registered line icon, , displays instead.

The following figure shows what the Features menu looks like with Do Not Disturb enabled.



3. Press  to return to the idle screen. If you enabled Do Not Disturb, the idle screen displays a flashing icon, , next to the directory number.

Configuring Basic Setting

To configure basic phone settings, press , and then select **Settings > Basic** to view the basic phone settings you can customize.

This section includes the following topics:

- Preferences
- Updating the Display Contrast
- Updating the Backlight
- Updating the Ring Tone

Updating Preferences

The Preferences menu allows you to customize the language that displays on your phone and to specify how the time and date

display on the idle screen.

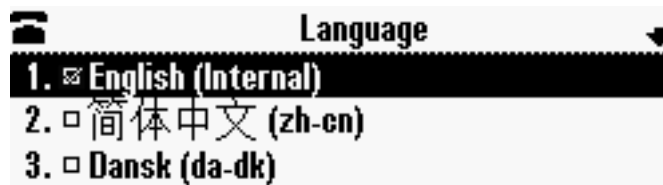
Updating the Language


The phone supports many languages. English (Internal) is the default language that displays.

To change the language:


1. Press , and then select **Settings > Basic > Preferences > Language**.

The Language screen displays.



2. Scroll to the language you want, and then press .

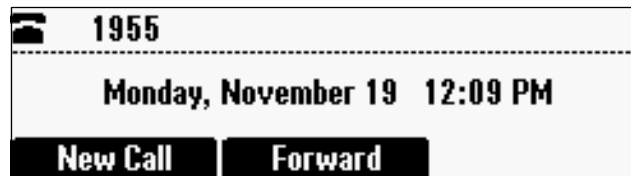
The text on the screen changes to the language that you selected.

3. Press  to return to the idle screen.

Updating the Time and Date Display

The time and date appear on the idle screen of your phone. You can select from various formats for the time and date display, including whether the time or date displays first (clock order). You can also turn the time and date display off, so the time and date does not display on the idle screen. Select and set options that are right for you.

The following figure shows the default format for the date and time display on the phone screen.



To update the time and date display:

1. Press , and then select **Settings > Basic > Preferences > Time and Date**.

The Time and Date screen displays.



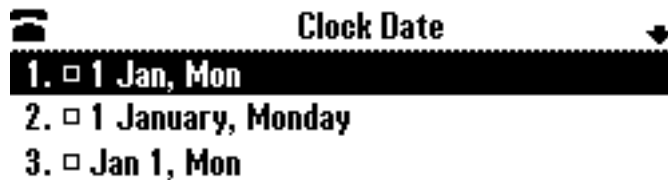
2. Do one of the following:

To change the date format, press **SELECT**.

or

To change the time format, scroll to **Clock Time**, and then press **SELECT**.

The Clock Date screen or the Clock Time screen displays.



Or



3. Scroll to the date or time format you want, and then press **SELECT**.
4. Press **MENU** to return to the idle screen.

To change the order of the time and date display:

1. Press **MENU**, and then select **Settings > Basic > Preferences > Time and Date > Clock Order**.

The Clock Order screen displays.

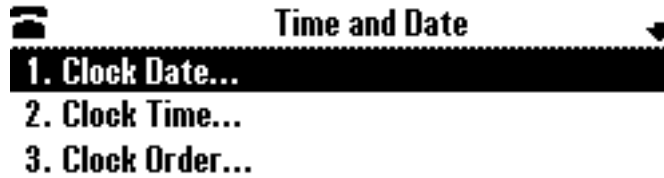


2. Scroll to the clock order you want, and then press **SELECT**. The default setting is date before time.
3. Press **MENU** to return to the idle screen.

To enable or disable the time and date display:

1. Press , and then select **Settings > Basic > Preferences > Time and Date**.

The Time and Date screen displays.

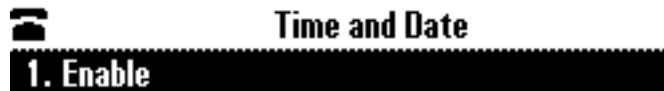




2. Do one of the following:

To disable the time and date display, scroll to **Disable**.

or

To enable the time and date display, you do not have to highlight an item. Enable is already highlighted. Go to step 3.




3. Press .
4. Press  to return to the idle screen.

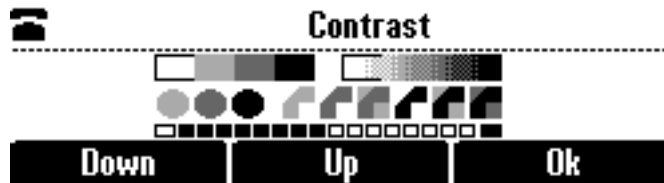
Updating the Display Contrast


You can set how light or dark the screen appears.

To adjust the contrast on the phone screen:

1. Press , and then select **Settings > Basic > Contrast**.

The Contrast screen displays.



2. Press the **Up** or **Down** soft keys to increase or decrease the display contrast.
3. Press the **Ok** soft key.
4. Press  to return to the idle screen.

Updating the Backlight Intensity

Backlight intensity on the phone has three components:

- Backlight On
- Backlight Idle
- Maximum Intensity

You can modify the Backlight On intensity and the Backlight Idle intensity separately. You can select high, medium, low, and off levels for both.

When you modify the Maximum Intensity, you modify the entire backlight intensity scale. For example, if you decrease the Maximum Intensity, the low, medium, and high levels for both Backlight On and Backlight Idle intensities decrease.

The Backlight On intensity applies to the following events:

- Any key press
- Incoming calls
- Ending a call, holding a call, resuming a call by the other party
- A voice message received
If you do not press any keys on the phone, after 20 seconds of the backlight turning on, the backlight dims (or changes) to medium in the following cases:
 - A call is in progress
 - A call is on hold
 - There is an incoming call (ringing)
 - There is an outgoing call (ringing back)
 - Any menu shows on the displayIn all other cases, the Backlight Idle intensity applies.

To change the backlight intensity:

1. Press , and then select **Settings > Basic > Backlight Intensity**.

The Backlight Intensity screen displays.



2. Select **Backlight On Intensity**.

The Backlight On Intensity screen displays.



3. Scroll to the intensity you want, and then press **SELECT**. The default Backlight On Intensity is High.
4. If you selected a new intensity, press the **Save** soft key. If you did not select a new intensity, press **EXIT**.
5. Select **Backlight Idle Intensity**.
The Backlight Idle Intensity screen displays.



6. Scroll to the intensity you want, and then press **SELECT**. The default Backlight Idle Intensity is Low.
7. If you selected a new intensity, press the **Save** soft key. If you did not select a new intensity, press **EXIT**.
8. Select **Maximum Intensity**.
The Maximum Intensity screen displays.



9. Press the **Up** or **Down** soft keys to increase or decrease the maximum intensity the screen can display.
10. If you selected a new intensity, press the **Ok** soft key. If you did not select a new intensity, press **EXIT**.
11. Press **MENU** to return to the idle screen.

Updating the Ring Tone


You can select from many different ring tones to distinguish your phone from your neighbor's. You can also set distinctive ring tones for contacts in your local directory so you can identify callers when your phone rings.

Selecting a Ring Tone



You can choose a unique ring tone for your phone to identify it

when it rings.

To select a different ring tone:



1. Press , and then select **Settings > Basic > Ring Type**.
The Ring Type screen displays.





2. Scroll to the ring type you want. To hear the ring type before you select it, press the **Play** soft key. The default ring type is Low Trill.
3. To select the ring type, press .
4. Press  to return to the idle screen.

Adjusting the Speaker and Ringer Volume

To adjust the speaker volume:

During a call, press either  or .

To adjust the ringer volume:

When the phone is in the idle state, press either  or .

4 Administrator Functions

The Administrator has the ability to make configuration changes to phones and other pieces of equipment. All changes for this phone are made through the Admin Portal.

Making Changes through the Web-based Admin Portal

The Admin Portal allows you to manage virtually all aspects of your AccessLine phone system and phone service.

From the Admin Portal you may:

- Activate your phone lines
- View your Account Summary
- View your current and past invoices
- Make a change to your credit card information
- Change your Administrator Information
- View your phone numbers and extensions
- Make changes to Desk and Cordless phones including changing extension numbers, names, failover routing and 911 address
- Upload new hold music or hold messages and assign it to specific phones
- Create voicemail groups for quickly sending voicemail messages
- Create Call Park and Paging groups to segment phones by location
- View Call History for any phone
- Quickly log in to other services such as your Auto Attendant or Conferencing Number
- View your pending and filled orders

Logging In

In order to use the features of the Admin Portal, first you must log in to the website. You should have received an email from AccessLine with a link to a web page that helps you create your User Name and Password. If you have not received this email, please contact AccessLine Customer Service.

1. Go to www.accessline.com/login
2. Enter your User Name in the first field
3. Enter your Password in the second field
4. Click the LOG IN button

www.accessline.com

Overview What's New? Notices & Updates Referral Program Customer Support

login account

Log into your website and manage voicemail, faxes, conference calls, call forwarding and automated attendant.

number/login name
jsmith@company.com

pin/password

LOG IN

REMEMBER ME

FORGOT YOUR PIN?

Telanetix.com >>

SmartVoice Login

Log in to your AccessLine Voice Services account using this screen.

Once you've logged in, you can listen to/forward your voicemail, view/forward your faxes, set up conference calls, forward your incoming calls and much, much more!

SmartVoice Users:
If you are your company's **SmartVoice** administrator and wish to log into your **SmartVoice Phone Service** account, please login [here](#).

Login for SmartVoice Users
If you are your company's **SmartVoice** administrator and wish to log into your **SmartVoice Phone Service** account, please [click here](#).

You'll be able to manage your company's **SmartVoice Phone Service**, add or remove lines and view invoices.

Viewing a List of your Phone Numbers and Extensions

To view a list of all phone numbers and extensions, click the Numbers & Extensions tab within the Admin Portal. You will be presented with a sortable table displaying all phone numbers, extensions, equipment and services. To view detailed information or make a change to a phone, piece of equipment or service click the associated Edit button.

AccessLine AdminPortal
LOG OUT

Tue, Mar 8, 2011
ACCOUNT INFO | **NUMBERS & EXTENSIONS** | LINES | EQUIPMENT | HOLD MUSIC | GROUPS | BILLING | HELP

Mark Sher
Mark's Flex Demo

NUMBERS & EXTENSIONS

Numbers & Extensions HELP

The table below shows all of your phone numbers and extensions. Click the Edit button associated with any phone number to make changes or view specific features or information about that phone. If a phone is not currently connected to the AccessLine network, any change you make to the phone will be implemented once the phone is connected. To view or edit Virtual Extensions, please login to your Auto Attendant account via the web.

[print this page](#)

Phone Numbers	Ext	Type	Line Type	Address	First Name	Last Name	Edit
2065277400		Auto Attendant		11201 SE 8th St Ste 200 Bellevue WA 98004-6420		Auto Attendant	Edit
2065277441	100	Desk Phone	Shared	11201 SE 8TH ST STE 200 BELLEVUE WA 98004-6420	Lando	Calrissian	Edit
2065277425	101	Desk Phone	Shared	11201 SE 8TH ST STE 200 BELLEVUE WA 98004-6420	Princess	Leia	Edit
2065277442	102	Desk Phone	Shared	11201 SE 8TH ST STE 200 BELLEVUE WA 98004-6420	Chew	Bacca	Edit
2065277413	103	Desk Phone	Single	11201 SE 8TH ST STE 200 BELLEVUE WA 98004-6420	Maxwell	Smart	Edit
2065277453	104	Cordless Phone	Single	11201 SE 8TH ST STE 200 BELLEVUE WA 98004-6420	Admiral	Ackbar	Edit
2065277460	106	Cordless Phone	Single	11201 SE 8TH ST STE 200 BELLEVUE WA 98004-6420	Luke	Skywalker	Edit
2065277439	107	Cordless Phone	Single	11201 SE 8TH ST STE 200 BELLEVUE WA 98004-6420	Han	Solo	Edit
2065277466	111	Desk Phone	Single	11201 SE 8TH ST STE 200 BELLEVUE WA 98004-6420	James	Bond	Edit
	555	Virtual Extension			Mark	Sherman	
2065277435	898	Fax Adapter	Single	11201 SE 8TH ST STE 200 BELLEVUE WA 98004-6420			Edit
2065277423	899	Base Unit	Shared	11201 SE 8TH ST STE 200 BELLEVUE WA 98004-6420			Edit

Done

Moving a Stand Alone Phone

A Stand Alone Phone is a phone that is not associated with an optional Base Unit. You may move any Stand Alone Phone to a new address providing the address is within the AccessLine coverage area. Before moving the phone:

1. Click the Edit button associated with the phone you wish to move
2. Select the 911 Address tab
3. Enter the new address in the address fields provided
4. Wait for the web page to confirm that the address is with the AccessLine coverage area
5. Unplug the phone and move it to the new location.



Note

Note- It is very important that this phone resides at the address shown on the screen. If you dial 911 from the phone and disconnect without giving the 911 dispatcher your address, the 911 dispatcher will send help to the address shown on the screen.

AccessLine AdminPortal LOG OUT

Tue, Mar 8, 2011

ACCOUNT INFO NUMBERS & EXTENSIONS LINES EQUIPMENT HOLD MUSIC GROUPS BILLING HELP

Mark Sher
Mark's Flex Demo

NUMBERS & EXTENSIONS

Edit Desk Phone 2065277466

Extension Number Display Name Time Zone Caller ID Failover Routing Groups **911 Address** Call History Info

It is very important that this phone resides at the address shown on this screen.
If you dial 911 from this phone and disconnect without giving the 911 dispatcher your address, the 911 dispatcher will send help to the address shown on this screen.

You may move this phone to a new address providing you have updated this page with the new address AND the system has validated that the new address is within the 911 coverage area.

Street: 11201 SE 8TH ST
Street 2: STE 200
City: BELLEVUE
State: Washington
Postal Code: 98004-6420
Country: United States

[I have read and understand the 911 Terms and Conditions](#)

Moving a Shared Line Phone

A Shared Line Phone is a phone that is associated with an optional Base Unit. You may move any Shared Line Phone to a new address providing the address is on the same local area network as the Base Unit (for example to a different floor or suite). You may also move all phone and the Base Unit to a new address providing the new address is within the AccessLine coverage area. Before moving the phone or phone system:

1. Click the Edit button associated with the phone you wish to move
2. Select the 911 Address tab
3. Enter the new address in the address fields provided
4. Determine if you are moving one phone or all phones and equipment at that address
5. Wait for the web page to confirm that the address is with the AccessLine coverage area
6. Unplug the phone and move it to the new location.



Note

Note- It is very important that this phone resides at the address shown on the screen. If you dial 911 from the phone and disconnect without giving the 911 dispatcher your address, the 911 dispatcher will send help to the address shown on the screen.

AccessLine | AdminPortal LOG OUT

Wed, Mar 9, 2011

ACCOUNT INFO | **NUMBERS & EXTENSIONS** | LINES | EQUIPMENT | HOLD MUSIC | GROUPS | BILLING | HELP

Mark Sher
Mark's Flex Demo

NUMBERS & EXTENSIONS

Edit Desk Phone 2065277441

Extension Number	Display Name	Time Zone	Caller ID	Failover Routing	Groups	911 Address	Call History	Info
------------------	--------------	-----------	-----------	------------------	--------	--------------------	--------------	------

This phone is grouped with other phones through a phone system Base Unit. This phone may reside at any address providing it is still connected to the same Local Area Network as the Base Unit. If you wish to move this phone to an address not connected to this Local Area Network, please contact customer service.

Street : 11201 SE 8TH ST
Street 2 : STE 200
City : BELLEVUE
State : Washington
Postal Code : 98004-6420
Country : United States

Update Address For This Phone Only
 Update Address For All Shared Line Phones and Base Unit At This Location
 [I have read and understand the 911 Terms and Conditions](#)

Changing the Extension Number of a Phone

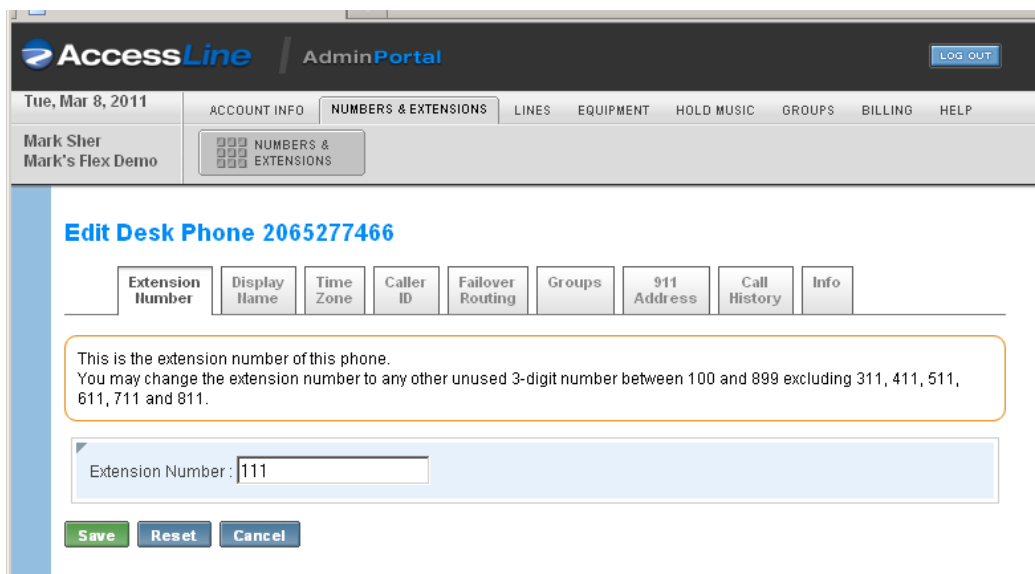
Each phone automatically receives an extension number. You may change the extension number of any phone or swap the extension numbers of two phones.

To change an extension number:

1. Enter the new number in the required field
2. Click the Save button.



Note- You may change the extension number to any other unused 3-digit number between 100 and 899 excluding 311, 411, 511, 611, 711 and 811.



AccessLine | AdminPortal LOG OUT

Tue, Mar 8, 2011

ACCOUNT INFO **NUMBERS & EXTENSIONS** LINES EQUIPMENT HOLD MUSIC GROUPS BILLING HELP

Mark Sher
Mark's Flex Demo

NUMBERS & EXTENSIONS

Edit Desk Phone 2065277466

Extension Number	Display Name	Time Zone	Caller ID	Failover Routing	Groups	911 Address	Call History	Info
------------------	--------------	-----------	-----------	------------------	--------	-------------	--------------	------

This is the extension number of this phone.
You may change the extension number to any other unused 3-digit number between 100 and 899 excluding 311, 411, 511, 611, 711 and 811.

Extension Number:

Save Reset Cancel

Changing the Display Name of a Phone

By default, phones do not have display names. When you call from one phone to another phone within the phone system, the display name is shown on the screen of the called phone so that person knows who is calling.

To add a display name to a phone:

1. Enter the name in the required fields
2. Click the Save button.

The screenshot shows the 'AccessLine AdminPortal' interface. At the top, there is a navigation bar with 'AccessLine AdminPortal' and a 'LOG OUT' button. Below this is a secondary navigation bar with tabs for 'ACCOUNT INFO', 'NUMBERS & EXTENSIONS', 'LINES', 'EQUIPMENT', 'HOLD MUSIC', 'GROUPS', 'BILLING', and 'HELP'. The 'NUMBERS & EXTENSIONS' tab is active, and a sub-tab for 'NUMBERS & EXTENSIONS' is also visible. The main content area is titled 'Edit Desk Phone 2065277466'. Below the title is a row of tabs: 'Extension Number', 'Display Name', 'Time Zone', 'Caller ID', 'Failover Routing', 'Groups', '911 Address', 'Call History', and 'Info'. The 'Display Name' tab is selected. A text box contains the following text: 'When you call from one phone to another phone within the phone system, this is the name shown on the screen of the called phone so that person knows who is calling.' Below this text box are two input fields: 'First Name : James' and 'Last Name : Bond'. At the bottom of the form are three buttons: 'Save', 'Reset', and 'Cancel'. The 'Save' button is highlighted in green.

Changing the Time Zone of a Phone

Each Stand Alone phone can have a different Time Zone. All shared line phones share the same Time Zone.

The Time Zone controls the time displayed on the phone screen and the time stamp on the phone's call log. To change the Time Zone:

1. Select a new Time Zone from the list
2. Click the Save button

The screenshot shows the 'AccessLine AdminPortal' interface. At the top, there is a navigation bar with 'AccessLine AdminPortal' and a 'LOG OUT' button. Below this is a secondary navigation bar with tabs for 'ACCOUNT INFO', 'NUMBERS & EXTENSIONS', 'LINES', 'EQUIPMENT', 'HOLD MUSIC', 'GROUPS', 'BILLING', and 'HELP'. The 'NUMBERS & EXTENSIONS' tab is active, and a sub-tab for 'NUMBERS & EXTENSIONS' is also visible. The main content area is titled 'Edit Desk Phone 2065277466'. Below the title is a row of tabs: 'Extension Number', 'Display Name', 'Time Zone', 'Caller ID', 'Failover Routing', 'Groups', '911 Address', 'Call History', and 'Info'. The 'Time Zone' tab is selected. A text box contains the following text: 'This is Time Zone for this phone. The Time Zone controls the time displayed on the phone screen and the time stamp on the phone's call log.' Below this text box is a dropdown menu labeled 'Time Zone : Pacific Time'. At the bottom of the form are three buttons: 'Save', 'Reset', and 'Cancel'. The 'Save' button is highlighted in green.

Changing the Outbound Caller ID of a Phone

The Outbound Caller ID is the phone number that is presented to other phones when you place a call from a phone. Each phone can have a unique Outbound Caller ID, all phones can have the same Outbound Caller ID or you can choose any Outbound Caller ID for any phone.

To change the Outbound Caller ID:

1. Select between:
 - The phone number assigned to the phone
 - Any other phone number assigned to your company
 - Block Outbound Caller ID from the phone
2. Click the Save button



Note

Note: Changes to the Outbound Caller ID may take up to 10 minutes to process.

AccessLine | AdminPortal LOG OUT

Tue, Mar 8, 2011

ACCOUNT INFO **NUMBERS & EXTENSIONS** LINES EQUIPMENT HOLD MUSIC GROUPS BILLING HELP

Mark Sher
Mark's Flex Demo

NUMBERS & EXTENSIONS

Edit Desk Phone 2065277466

Extension Number	Display Name	Time Zone	Caller ID	Failover Routing	Groups	911 Address	Call History	Info
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i • Important Note: Changes to the Outbound Caller ID may take up to 10 minutes to process.

This is the phone number that is presented to other phones when you place a call from this phone. Choose between the phone number assigned to this phone, any other phone number assigned to your company or block the Caller ID from this phone.

Outbound Caller ID :

2065277466

Block Outbound Caller ID

Changing the Failover Routing of a Phone

Failover Routing allows the phone to be automatically forwarded to another phone number in the event of a phone network, power or local network outage.

To change the Failover Routing:

1. Select between:
 - Sending calls to the phone's voicemail box
 - Any other phone number such as a cell phone
2. Click the Save button

The screenshot shows the 'AccessLine AdminPortal' interface. At the top, there is a navigation bar with 'ACCOUNT INFO', 'NUMBERS & EXTENSIONS', 'LINES', 'EQUIPMENT', 'HOLD MUSIC', 'GROUPS', 'BILLING', and 'HELP'. Below this, the user is identified as 'Mark Sher' and 'Mark's Flex Demo'. The main content area is titled 'Edit Desk Phone 2065277466'. A horizontal menu contains tabs for 'Extension Number', 'Display Name', 'Time Zone', 'Caller ID', 'Failover Routing', 'Groups', '911 Address', 'Call History', and 'Info'. The 'Failover Routing' tab is selected. A text box explains: 'Determine how calls should be handled in the event of a network or phone system outage. You may send calls to your voicemail box or any other phone number such as a cell phone.' Below this, the 'Failover Routing' section has the instruction 'If this device is out of service or has lost network connection, send calls to :'. There are two radio button options: 'Voicemail' (which is selected) and 'This Number:'. The 'This Number' option has an empty text input field. At the bottom of the form are three buttons: 'Save', 'Reset', and 'Cancel'.

Viewing Call History for a Phone

Use this page to view all inbound and outbound calls for this Phone.

Select the timeframe and method of viewing by clicking the month within the appropriate column:

- View - Will display your call history within your browser window
- Downloadable File - Will provide a "CSV" downloadable file that you may load into spreadsheet programs

AccessLine AdminPortal LOG OUT

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ACCOUNT INFO **NUMBERS & EXTENSIONS** LINES EQUIPMENT HOLD MUSIC GROUPS BILLING HELP

Mark Sher
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NUMBERS & EXTENSIONS

Desk Phone 2065277466 Call History

Extension Number Display Name Time Zone Caller ID Failover Routing Groups 911 Address **Call History** Info

Use this page to view all inbound and outbound calls for this Desk Phone.
Select the timeframe and method of viewing by clicking the month within the appropriate column:

- **View** - Will display your call history within your browser window
- **Downloadable File** - Will provide a "CSV" downloadable file that you may load into spreadsheet programs

Call History

View	Downloadable File
March '11	March '11
February '11	February '11

Admin Portal Additional Features:

For the following features, please refer to the Admin Portal Reference Guide:

- Viewing a list of your phone lines
- Viewing a list of all your phone equipment
- Using your own Hold Music
- Creating Call Park Groups
- Creating Paging Groups
- Creating company-wide Voicemail Distribution Groups
- Viewing your invoice
- Viewing and changing your credit card information
- Viewing your Order History